

USA SERVICES

WHY HAVE SO MANY AGENCIES CHOSEN USA SERVICES TO ENHANCE THEIR CUSTOMER SERVICE?

By using USA Services, federal agencies can:

- Improve service to citizens
- Provide easier citizen access to an agency's information and services
- Reduce agency needs to budget for centers to respond to email and calls as well as to expend resources for infrastructure and labor
- Improve agency's ability to comply with federal policies that require:
 - Support for the President's Management Agenda
 - Reporting results on E-Gov scorecard (get to green)
 - Elimination of redundant IT efforts (Clinger-Cohen)
 - All agencies to be able to receive and respond to citizens via email [Executive Memorandum (Dec 1999)]
 - Adherence to OMB's (Feb 2002) Information Quality Guidelines

Solutions for Citizens and Agencies

USA Services has signed partnership agreements with more than 30 federal agencies and E-Government initiatives to work together to provide quality citizen customer service. The partners agree to work toward a seamless citizen information network that is accessible, secure and provides consistent, timely and professional responses to constituents via their preferred method of communication. Whether citizens wish to get their answers via Web, print publications, telephone (1-800 FED-INFO), email or fax, USA Services will give them an answer they're looking for.

Looking to the Future

Partners will work with USA Services to develop and maintain a current database of answers to Frequently Asked Questions, establish a protocol for responding to inquiries that cannot be answered with a preformatted response and forward misdi-

USA SERVICES PARTNER AGENCIES AND INITIATIVES

Agency for International Development
Business Gateway
Department of Agriculture
Department of Education
Department of Energy
Department of Health and Human Services
Department of Homeland Security - SAFECOM
Department of Housing and Urban Development
Department of the Interior, Fish and Wildlife Service
Department of Justice
Department of Labor
Department of State – Bureau of Consular Affairs
Department of the Treasury
Department of Veteran Affairs
Environmental Protection Agency
General Services Administration
GovBenefits.gov
Grants.gov
National Archives and Records Administration
National Science Foundation
Nuclear Regulatory Commission
Recreation One Stop
Small Business Administration
Smithsonian Institute
Social Security Administration

rected emails and telephone calls to USA Services for response or referral to the appropriate agency. USA Services will provide a platform for partner agencies to collaborate with other agencies in developing complete, coherent and consistent responses when those responses require coordination across agencies. USA Services will also provide a means by which agencies can collaborate to develop governmentwide standards for customer service response times and quality.

Shouldn't You be a USA Services Partner?

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